ABSTRACT

Disclosed is a technique for generating a useful service manual and for improving the efficiency of data 5 processing related to a service manual. According to this technique, an XML service manual generation control unit 1000 obtains various non-structured data and generates structured data based on the various nonstructured data. At this time, structured data is generated based on structure definitions (DTD) that are 10 designated for various non-structured data. Especially, document information is converted into structured data in an XML format and drawing information is converted into structured data in an SVG format, elements in a 15 document and elements in a drawing can be automatically correlated, and an XML service manual wherein information is highly linked is generated. Further, when the generated XML service manual is employed, additional information related to a comment entered by a user, a 20 setup change, etc., is also converted into structured data based on a predetermined structure definition.